

Dear Guest,

Welcome to Hilton Surfers Paradise Hotel & Residences.

Our team is here to assist you in any way possible. We are committed to ensuring the comfort and safety of all guests, visitors, residents and Hilton Team Members. We hope the below 'House Rules' will assist you and ensure a memorable experience at Hilton Surfers Paradise.

“House Rules”

This accommodation house is a licensed premise and is subject to all statutory obligations outlined in the *Liquor Act 1992*, which includes the responsible service and consumption of alcohol. This accommodation house also operates in a fair and ethical manner and will protect your rights and privacy as a consumer.

Primary Purpose:

The provision of accommodation, facilities and services to guests and visitors.

Licensed Premises/Areas:

- All common public, guest and visitor access areas of the property are licensed areas and as such NO bring-your-own (BYO) alcohol is permitted to be consumed in these areas, which includes Level 2 Pool Deck.
- The sale of alcohol shall be in accordance with our Liquor License conditions and we uphold the principles of Responsible Service of Alcohol.

Conduct on Premises:

- BYO alcohol shall not be consumed in any part of the licensed premises; this includes transiting with an open container of BYO alcohol.
- Glassware and other breakable items are not permitted anywhere on Level 2, Pool Deck.
- Swearing, offensive and obscene language, loud and abusive language, discrimination or excessive noise is not permitted on the property.
- Abusive or threatening behaviour towards Hilton Team Members or others will not be tolerated.
- Noise should be kept to a minimum at all times so as not to interfere with or adversely affect other guests and visitors' peaceful enjoyment of the property.
- Amplified noise shall not interfere with or adversely affect other guests and visitors' peaceful enjoyment of the property.
- Scooters, rollerblades, skateboards and other similar items are not to be used as designed whilst on the property, these items shall be carried through common public, guest and visitor access areas of the property.
- Any unacceptable behaviours, as would be deemed unacceptable by the wider general community, are not permitted on the property.
- Any illegal act, as defined by legislation, will not be tolerated on property.
- Pets are not permitted within Hilton Hotel Rooms or Residences. Certified Assistance Animals are welcome and should be advised of on check-in.

Dress Regulations:

- Footwear must be worn at all times in common public, guest and visitor access areas of the property.
- Upper and lower body clothing must be worn at all times in common public, guest and visitor access areas of the property.
- Offensive or obscene wording and/or logos depicted on clothing items are not permitted in common public, guest and visitor access areas of the property.

No Smoking:

- We are a 100% Non-Smoking Hotel.
- Smoking, as defined by current legislation, is not permitted anywhere on the property, this includes Level 2 Pool Deck and the basement car park levels.

Balconies:

- Balcony doors should be closed and locked when not in use.
- No item is to be thrown or dropped from any balcony, door or window – either accidentally or intentionally.
- Movement or attempted movement from a balcony to a secondary balcony/location is not permitted.
- Any behaviour on a balcony that could be seen as a safety concern for person/s will not be tolerated.

Please note that when we refer to a “guest” &/or “guests” in these rules, we are referring to all the Occupants of a Hilton Hotel Room or Residence. All guests are jointly & severally liable for the actions of any and all guests. This means that, if one of the guests in a Hilton Hotel Room or Residence causes damage and/or breaches the house rules; all guests in that Hilton Hotel Room or Residence may be held responsible and will be subject to whatever action is considered reasonably necessary by management. A first and final warning may be issued to guests who breach the house rules or safety guidelines. Management reserves the right to evict any person(s) in breach without warning. Management reserves the right to refer any matter(s) to the police or other relevant authority. Management reserves the right to withhold bond monies where repairs or rectification works are required.